

2025-26 Quarter to March Housing, Property and Communities Performance Report - Service Performance Indicators



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Service Performance Indicators														
1. NEIGHBOURHOOD AND COMMUNITY														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H3.2	Local	% of tenancy offers refused during the year	30%	32.1%	32.23%	30.13%	29.9%	29.57%	34.93%	25.9%	N/A			
H3.4	MI	% ASB cases reported which were resolved	Data Only	64.5%	64.5%	85.2%	76.4%	87.7%	82.7%	N/A	N/A			

Service Performance Indicators
2. ACCESS TO HOUSING AND SUPPORT

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H4.5	MI	% of court actions initiated which resulted in eviction	Data Only	17.6%	17.6%	14.8%	0.0%	11.1%	0.0%	33.3%	N/A			
H4.5a	MI	No of court actions initiated	Data Only	34	30	28	4	9	10	9	N/A			
H4.5b	MI	No of repossession orders granted	Data Only	0	9	9	1	6	1	2	N/A			
H4.5c	MI	No of properties recovered for: Non payment of rent	Data Only	6	6	3	0	1	0	2	N/A			
H4.5ci	MI	No of properties recovered for: Anti Social Behaviour	Data Only	0	0	0	0	0	0	0	N/A			
H4.5cii	MI	No of properties recovered for: Other	Data Only	0	0	1	0	0	0	1	N/A			
H4.7	Nat(b)	% of households requiring temp or emergency accomm to whom an offer was made	100%	100%	100%	100%	100%	100%	100%	100%	N/A			
H4.8	Nat(b)	% of temp or emergency accomm offers refused in the last year by accommodation type	7%	0.3%	1.4%	4.8%	0%	4.8%	9.2%	3.1%	N/A			
H4.9	Local	% satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	90.7%	81%	75%	42.9%	N/A	75%	N/A	N/A			
H4.13	Local	Percentage of homelessness assessments completed within 28 days	100%	98.4%	98.3%	99.1%	97.4%	99.1%	98.6%	99%	N/A			

Service Performance Indicators
3. RESPONSE REPAIRS TO COUNCIL HOUSES

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H2.9a	MI	Number of repairs completed within target time (excl voids)		13,987	13,872	10,088	4,117	3,299	3,126	3,663	N/A			
H2.9b	Local	% of repairs completed within target time (excl voids)	98%	94.87%	92.93%	88.27%	89.2%	90.8%	88%	86%	N/A			
H2.10a	Local	Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	89.8%	89.73%	88.4%	89.2%	89.5%	88.47%	87.09%	88.4%			
H2.10b	Local	Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	95%	98.8%	98.43%	95.37%	97.8%	98%	96.1%	92.02%	N/A			
H2.10c	Local	Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	95%	99.4%	97.7%	95.5%	96.3%	96.1%	96.99%	93.42%	N/A			
H2.10d	Local	Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	95%	98%	97%	81.15%	90.8%	87.9%	79.7%	75.86%	N/A			
H2.10e	Local	Percentage of reactive repairs by category completed within timescale: Voids	90%	38%	46.25%	58.33%	24%	54%	58%	63%	N/A			

Service Performance Indicators
4. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H5.1	Nat(b)	% of tenants who feel that the rent for their property	84%	N/A	78%	N/A	Not measure	Not measured for Quarters						

		represents good value for money					d for Quarters							
H5.2	Nat(b)	Rent collected as % of total rent due	97.0 %	99.8 %	98.1 %	97.6 %	95.0 %	97.0 %	98.0 %	97.8 %	N/A		↓	✓
H5.3	Nat(b)	(HSN01b) Gross rent arrears as a % of rent due	2.8%	4.7%	3.3%	3.7%	3.3%	3.5%	3.7%	4.0%	N/A		↓	⊘
H5.5	Local	Current tenants' arrears as a % of net rent due	3.5%	4.4%	2.5%	3.3%	2.5%	3%	3.1%	3.3%	N/A		↓	✓
HSN01b	Nat(b)	Gross rent arrears (all tenants) as a percentage of rent due for the year	7.1%	4.7%	3.3%	Data not published	Not measured for Quarters	Not measured for Quarters				Note: With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom). Family Group Rank 1/6 National Rank 1/26 Moray 3.3% East Lothian 6.0% Highland 6.4% Midlothian 8.5% Stirling 9.5% Angus 10.6% Argyll & Bute N/A Scottish Borders N/A Family Group Average 7.4% National Average 8.6%	↑	✓
HSN02	Nat(b)	Proportion of rent due in the year that was lost to voids	0.9%	0.7%	0.7%	Data not published	Not measured for Quarters	Not measured for Quarters				Note: With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom). Family Group Rank 1/6 National Rank 4/26 Midlothian 0.9% East Lothian 1.4% Moray 0.7% Highland 0.9% Stirling 1.5% Angus 3.0% Argyll & Bute N/A Scottish Borders N/A Family Group Average 1.4% National Average 1.7%	▬	✓

Service Performance Indicators

5. BENEFITS - HOUSING

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CPS011	Nat(b)	Average time in days to process new housing benefits (HB) claims (cumulative for the year)	21	18.29	23.37	20.13	23.37	22.33	22.6	20.82	20.13			
CPS012	Nat(b)	Average time in days to process notifications of changes of circumstances in housing benefits (HB) claims (cumulative for the year)	6	4.29	5.8	4.15	4.39	3.98	4.06	4.59	3.98			

Service Performance Indicators

6. BENEFITS - MONEY ADVICE MORAY

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
ENVDV217	MI	Welfare Benefits clients – estimated benefit gain	Data Only	£469,729	£119,601	£000	£000	£000	£000	£000	£000	The Welfare Benefits Service has been non operational since Jan 2024 due to long term sick leave. The Welfare Benefits Service consisted of 1 FTE Appeals Officer and the post became vacant in May 2025. A decision by full Council in Feb 2026 determined that Welfare Benefits would no longer be parr of Money Advice Moray service.		
ENVDV217 a	MI	Number of Welfare Benefit appeals	Data Only	51	11	0	0	0	0	0	0	Welfare Benefits service is currently without a Welfare Benefits Advisor due to long term sick absence and post becoming vacant during this period. Post is still vacant		
ENVDV217 b	MI	Percentage of Welfare Benefit appeals successful	Data Only	81.75%	81.8%	N/A	N/A	N/A	N/A	N/A	N/A			
ENVDV218i	MI	Estimated Income Maximisation benefit gains	Data Only	£983,664	£1,397,150	£2,129,940	£334,853	£491,886	£731,954	£425,589	£480,511			









ENVDV218j	MI	Number of new Income Maximisation clients	Data Only	345	313	273	50	54	81	66	72		↑	
ENVDV301	MI	Number of new Money Advice Cases	Data Only	255	202	207	46	47	56	49	55	Delayed appointments due to 1 FTE post still under training and left post by end of Q2. Post still vacant and restricted appointment times	↑	
ENVDV301b	MI	Estimated gain to clients through Money Advice	Data Only	£862,137	£725,957	£537,151	£248,043	£116,852	£205,617	£79,843	£134,839		↑	
ENVDV301c	MI	Amount of Debt Arrangement Scheme (DAS) income to the Council	Data Only	£20,955	£70,893	£100,235	Not measured for Quarters	Not measured for Quarters				Annual Figures to date (Q3 2025/26) Q1 - £24,040 Q2 - £54,339 Q3 - £17,296 Q4 - £4,560	↓	



Service Performance Indicators
7. BENEFITS - SCHOOL







Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CPS070	MI	Number of pupils in receipt of Free School Meals (benefits criteria)	Data Only	1,436	1,528	1,430	1,528	1,532	1,917	1,440	1,430		↓	

Service Performance Indicators
8. BENEFITS - STATUTORY DISCRETIONARY AWARDS

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
ENVDV281	MI	Scottish Welfare Funds - amount allocated (cumulative)	Data Only	£515,076.00	£409,808.15	£473,469.95	£409,808.15	£153,029.00	£324,859.02	£473,469.95	N/A		↑	
ENVDV281a	MI	Scottish Welfare Funds - percentage of application awards	Data Only	63.4%	68.6%	71.83%	69.17%	70.35%	76.96%	68.17%	N/A		↓	

ENVDV282	MI	Discretionary Housing Payments - value awarded in year (cumulative)	Data Only	£741,789.00	£891,456.29	£876,100.20	£891,456.29	£727,423.00	£805,655.43	£876,100.20	N/A			
CORP9	Nat(b)	Proportion of SWF Crisis Grant decisions within 1 day	99.5%	98.3%	99.5%	Data not published	Not measured for Quarters	Not measured for Quarters				Family Group Rank 2/8 National Rank 9/32 Argyll & Bute 100.0% Moray 99.5% Midlothian 99.4% Highland 99.1% Angus 98.5% Scottish Borders 96.7% East Lothian 95.1% Stirling 92.4% Family Group Average 97.6% National Average 96.0%		
CORP10	Nat(b)	Proportion of SWF Community Care Grant decisions within 15 days	99.2%	98.0%	99.2%	Data not published	Not measured for Quarters	Not measured for Quarters				Family Group Rank 4/8 National Rank 8/32 Midlothian 100% Argyll & Bute 100% Highland 99.3% Moray 99.2% East Lothian 99.1% Scottish Borders 94.0% Angus 85.9% Stirling 83.6% Family Group Average 95.1% National Average 90.7%		
CORP11	Nat(b)	Proportion of SWF Budget Spent	96.0%	111.5%	60.0%	Data not published	Not measured for Quarters	Not measured for Quarters				Family Group Rank 7/8 National Rank 28/32 Highland 33.0% Moray 60.0% Scottish Borders 77.0% Angus 79.0% Argyll & Bute 79.0% East Lothian 84.0% Stirling 97.0% Midlothian 109.0% Family Group Average 77.3% National Average 82.9%		

CORP12	Nat(b)	Proportion of DHP Funding Spent	101.0%	90.0%	89.0%	Data not published	Not measured for Quarters	Not measured for Quarters	Family Group Rank 5/8 National Rank 24/32 Highland 98.0% East Lothian 96.0% Stirling 95.0% Midlothian 91.0% Moray 89.0% Angus 83.0% Argyll & Bute 83.0% Scottish Borders 82.0% Family Group Average 89.6% National Average 99.0%		
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Service Performance Indicators														
9. GYPSY/TRAVELLERS														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H6.1a	MI	No of new unauthorised encampments within period	Data Only	15	27	24	4	10	14	0	N/A			
H6.1b	MI	No of encampments ended within period	Data Only	14	25	23	5	3	20	0	N/A			
H6.1c	MI	Average duration of encampments ended within period (days)	Data Only	21.86	10.4	14.73	13.2	26	18.2	0	N/A			
H6.2	Local	% of new unauthorised encampments visited within target timescale	100%	100%	91.8%	100%	100%	100%	100%	N/A	N/A		